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Guy M. Hicks
General Counsel

August 13, 2002

IN REGULATORY AUTHORITY
DOCKET ROOM

615 214 6301
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Hon. Sara Kyle, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

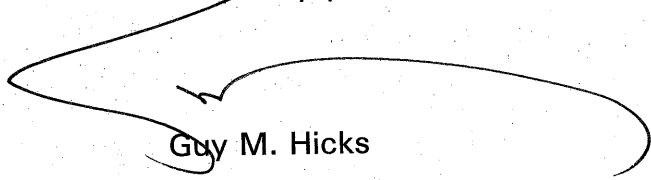
Re: *Docket to Establish Generic Performance Measurements, Benchmarks
and Enforcement Mechanisms for BellSouth Telecommunications, Inc.*
Docket No. 01-00193

Dear Chairman Kyle:

On Friday, August 9, BellSouth filed with the Authority six performance measures (with SQM pages) that it proposed to voluntarily implement in Tennessee.

Unfortunately, due to a clerical error, the SQM page for measure CM-6 was incorrect and did not mirror the measure adopted in Florida. Consequently, BellSouth is providing as an attachment to this letter the correct SQM page for CM-6. Please substitute this SQM page for the CM-6 SQM page filed with the Commission on Friday. I apologize for any inconvenience this may have caused.

Very truly yours,



Guy M. Hicks

GMH:ch

CM-6: Percent of Software Errors Corrected in X (10, 30, 45) Business Days

Definition

Measures the percent of Software Errors corrected by BellSouth in X (10, 30, 45) business days within the report period.

Exclusions

- Software Corrections having implementation intervals that are longer than those defined in this measure and agreed upon by the CLECs.
- Rejected or reclassified software error. (BellSouth must report the number of rejected or reclassified software errors disputed by the CLECs.)

Business Rules

This metric is designed to measure BellSouth's performance in correcting identified Software Errors within the specified interval. The clock starts when a Software Error is validated per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html, and stops when the error is corrected and notice is posted to the Change Control Website. Software defects are defined as Type 6 Change Requests in the Change Control Process.

Calculation

Percent of software Errors Corrected in X (10, 30, 45) Business Days = $(a \div b) \times 100$

- a = Total number of Software Errors corrected where "X" = 10, 30, or 45 business days.
- b = Total number of Software Errors requiring correction where "X" = 10, 30, or 45 business days.

Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days

Data Retained

- Report Period
- Total Completed
- Total Completed Within X Business Days
- Disputed, Rejected or Reclassified Software Errors

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• 95% within interval

SEEM Measure

SEEM Measure		
Yes	Tier I	Yes
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	• 95% within interval

CERTIFICATE OF SERVICE

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